

Dear Darnall submissions: October 26, 2012:

QUESTION 1:

Dear Darnall,

I am a former Army wife. I delivered my first son at Darnall Army Medical Center. I recently found out that I am pregnant again, but I no longer live in Texas. What is the easiest way to get my medical records regarding my son's birth? I appreciate any help you can give me.

From,
Amanda

ANSWER 1:

Dear Amanda,

Thanks for your question. Our Patient Administration Division is happy to help you with all your medical record requests. Anyone can request one copy of their record with no specific reason and free of charge.

You can request a copy of your records by submitting a DD Form 2870 (Authorization for Disclosure of Medical or Dental Information). The form may be obtained from the Release of Information (ROI) or any medical record sections located at each clinic on Fort Hood, or electronically.

If you are looking for something specifically (like a copy of a test result) please include date(s) involved, name (as appear in medical record), and your date of birth, address, signature, date and phone number. You can mail or fax your request to: C.R. Darnall Army Medical Center, attn: ROI, 36000 Darnall Loop, Fort Hood, TX 76544. FAX – 254.286.7037.

QUESTION 2:

Dear Darnall,

I am assigned to the family residence clinic. I have been trying to get relocated to a different clinic. I also would like to have a female doctor. What can be done about this?

From,
Needs a Change

ANSWER 2:

Dear Needs a Change,

Beneficiaries may request a change of Primary Care Managers (PCM) to another PCM within their current enrolled clinic or they may request a change of PCM to another military clinic.

Changes are completed based on available capacity at the time of the request in accordance with CRDAMC Enrollment Policy. Current availability can be provided at the local TRICARE Service Center. PCM change request can be made by visiting the local TRICARE Service Center (Bldg. 36023 located in the main CRDAMC parking lot) or by calling HUMANA at 800-444-5445.